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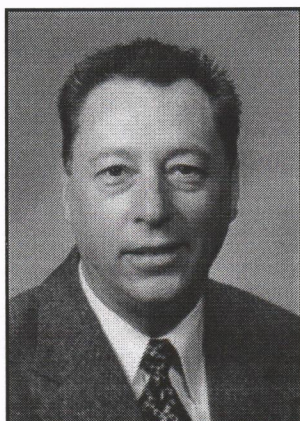
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From the President

Walter Czerniak
Northern Illinois University

Key Words for the Coming Months:

Leadership, Service, and Advocacy

The economy is still stagnant. Budgets are slashed with no sign of recovery. Reorganizations are rampant and replacements are few. The after-war in Iraq looks to go on forever. Is this a great time to take on the presidency of ACUTA? YES!

Having just spent an exciting week in Hollywood, Florida, at our annual conference, I was reenergized by the presenters, vendors, and members. Dr. Hitt, President of the University of Central Florida, led the leadership session and talked of universities being assailed for raising tuition, but noted that state and federal legislators failed to mention they were cutting funding to universities at the same time. But new money can still be found for needed projects.

Leadership is what we are about, and our keynote speaker, Bruce Jenner, set the tone of the conference with his presentation, *Finding the Champion Within*. His presentation was interesting, entertaining, and appropriate. His four words of wisdom were, "Gamble, cheat, lie, and steal." Gamble, he advised us, in that we become willing to take risks. Cheat people who are unwilling to see you do well. Lie in the arms of those you love. Steal every moment of happiness. Good advice.

Jenner's presentation was built around the goals he set for himself when he was young, and his success confirms the importance of formulating our ideas into goals and keeping those goals in front of us all the time. My goals as ACUTA President are in line with goals of our previous presidents—not so much about changing ACUTA but about ensuring that we continue to evolve and be relevant as technology, society, and legislation change. I want us to continue to build on the three major strengths of our organization: Leadership, Service, and Advocacy.

Leadership: As new technologies and new strategies for managing them have altered the face of campus communications, ACUTA has become known for building leaders who are truly an integral part of the planning processes within our institutions. We guided our campuses through deregulation and continue to untangle legislative mazes even as we explore new and advanced applications of technology in the classroom, the office, and the dorm.

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From the President...

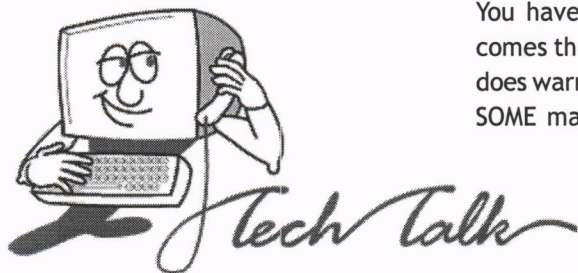
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Service: Service is a two-edged sword. Our members have always demonstrated their commitment to service to ACUTA (volunteering to serve, share, and participate) and to their institutions, and they typically volunteer their time and knowledge to support various other organizations and community activities. The other part of service is customer service, and our members are first-class models for our institutions.

Advocacy: The last and newest strength is our advocacy for the open and extensive use of communications technology for all. We can and do petition various regulatory and legislative entities when it is important for us to do so, and this must continue with increasing vigor.

As an association, we need to orchestrate our evolution to some extent, remembering that nothing around us is stagnant. The very technology we manage is changing at a pace faster than we can assimilate, and sometimes faster than the laws and rules for using the technology can be put in place. The important issues for ACUTA will continue to be our ability to identify and interpret these changes for our institutions and to promote the use of these technologies to advance educational activities worldwide.

If all of this seems a bit overwhelming, perhaps a good place to get a handle on things will be our Fall Seminar in San Diego. The Financial Models for Communications Technologies track will help with contract negotiations and the generation of revenues through resale, charge backs, Web-accessible data management, e-learning, and outsourcing. On the side of technical advances, our second track, Converged Networks, will cover the applications, benefits, and architectures of an IP-centric network infrastructure. Hope to see you there.



by Kevin Tanzillo
Dux Public Relations

Wi or Wi Not? Taking Wireless to the Max

You have no doubt heard of Wi-Fi, the wireless networking standard. Now here comes the pumped-up version, Wi-Max—which, when you learn the particulars of it, does warrant its “max” designation. That’s not just marketing hype. Well, OK, there’s SOME marketing hype there, but that’s understood in today’s tech industry. Like product logos on Nascar racing cars, it goes with the territory.

Wi-Fi, to refresh your memory, is designed for very short-range connections for wireless networking or public Internet access. It is the basis for those “hot spots” you keep hearing about, where you can connect your portable wirelessly in coffee shops, restaurants, and other common gathering areas in cities. In contrast, Wi-Fi’s powerful successor

is truly a long-distance runner.

While Wi-Fi reaches 75 to 150 feet typically and about 1,000 feet in ideal conditions such as open warehouses, Wi-Max has a range of some 31 miles. That makes Wi-Max a great technology for last-mile wireless access. It has the capacity to connect all those hot spots or even establish a fixed broadband service to homes and businesses to compete with DSL, cable modems, and the like.

Wi-Max is known officially as the IEEE 802.16 technical standard, and may also be referred to as “Wider-Fi.” We like the Wi-Max term better. Wider-Fi sounds too much like the Marine motto “Semper Fi,” even though we personally like the Marines and would never want to fight one in a bar.

But pulling ourselves back to the main topic here, it is important to note that Wi-Max technology operates in the 2 GHz to 11 GHz frequency range and enables connectivity without mandating a direct line of sight to the base station. It provides

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Tech Talk...

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shared data rates up to 70 megabits per second using a single sector of a base station. Typical base stations have up to six sectors.

Initial Wi-Max applications will likely focus on connecting hot spots and encouraging the use of urban wireless access, but the technology's large-scale networking capabilities have lots of long-term potential. Service providers using the technology could quickly provision wireless broadband "circuits" to customers, for instance, or offer on-demand connectivity. This would be useful for short-duration events such as trade shows, large campus gatherings or sporting events, or for temporary-location businesses such as construction sites.

Watch for Wi-Max to start heating up in the next few years, with industry analysts envisioning a market of \$1.6 billion or greater by 2008. Analysts say Wi-Max may be the key to the proliferation of wireless broadband for deployment of outdoor and private networks, backhaul applications, and even as a migration path to 4G, or fourth generation wireless.

A number of wireless component and equipment companies have banded together to form a nonprofit industry-promoting organization, known as WiMAX. Its purpose is to promote and certify broadband wireless access equipment. The initial focus is on conformance and interoperability of equipment operating in the 2.5 and 3.5 GHz licensed bands and 5.8 GHz unlicensed band. The group is also working with the European Telecommunications Standards Institute in connection with its Hiperman broadband metro wireless standard.

You can learn more about WiMAX and the technology at www.wimaxforum.org.

As always, if there are specific topics you would like to see covered in this space, please let me know via e-mail at kevin@duxpr.com.

New Additions to Telecom- munications Relay Services

by Dave Ostrom

Washington State University

Part one of a two-part article.
Part two will appear in the
September ACUTA eNews.

On June 17, 2003 the Federal Communications Commission released a *Second Report and Order, Order on Reconsideration, and Notice of Proposed Rulemaking* regarding *Telecommunications Services and Speech-to-Speech Services for Individuals with Hearing and Speech Disabilities*. The document contains a report and order addressing issues arising from previous actions, a response to several petitions received from TRS providers and others, and a request for comment on several new issues. This two-part article will summarize the new requirements and their affect on colleges and universities, and the issues where the FCC is seeking comment. The issues raised by petitioners are not significant except when resulting in a new requirement and so will not be dealt with separately.

As the term *telecommunications relay services* (TRS) has evolved into much more than two-way communications between an individual with a TTY device and another individual using a telephone set, the definition of TRS in the Report and Order will be repeated here:

"The term *telecommunications relay service* means 'telephone transmission services that provide the ability for an individual who has a hearing or speech disability to engage in communication by wire or radio with a hearing individual in a manner that is functionally equivalent to the ability of an individual who does not have a hearing or speech disability to communicate using voice communication services by wire or radio.' TRS 'includes services that enable two-way communication between an individual who uses a TTY or other non-voice terminal device, and an individual who does not use such a device,' as well as speech-to-speech services (STS), video-relay services (VRS), and non-English relay services respectively. A TRS user may

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New Additions...

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connect to a TRS facility via a computer or other similar device through the Internet (known as IP Relay)."

TRS also includes Hearing Carry Over (HCO) service that is "used by persons with speech disabilities who are able to listen to the other end user" and Voice Carry Over (VCO) service that is "used by persons with hearing disabilities who are able to speak directly to the other end user." The communications assistant at the TRS center speaks the text as typed by the person in the first case and types the response back to the person in the second case.

TRS also includes Spanish Relay Services.

From the above definition the FCC is emphasizing the phrase "in a manner that is functionally equivalent to the ability of an individual who does not have a hearing or speech disability." It is attempting to provide a service that has all of the features and functions that are available to telephone users to those who need to use TRS. Those new features and functions are as follows:

Calling Party Number

The FCC is requiring that "when a TRS facility is able to transmit any identifying information, the TRS facility must pass through to the called party number, the number of the TRS facility, [or] 711, or, if possible, the 10-digit number of the calling party." This should help TRS callers and recipients of TRS calls to avoid dropping calls due to anonymous Caller ID blocking, etc.

In some cases colleges and universities may see or be asked questions about a Caller ID of "711" and should be prepared to explain this as a form of identifying a TRS call.

New Variations of Traditional TRS Calls

The FCC is requiring that two-line Voice Carry Over (VCO), two-line Hearing Carry Over (HCO), HCO to TTY, VCO to TTY, VCO to VCO, and HCO to HCO TRS calls be provided on an interstate and intrastate basis within six months of the publication of the order in the Federal Registry (this usually happens within six weeks of the release of the order). Two-line VCO is typically used by persons who are hard of hearing or late deafened but have clear speech abilities. It enables the person with the hearing impairment to speak directly to the person on the other line without the assistance of a TRS Communications Assistant (CA) and to read what the other person is saying via a second line connected to the two-line VCO user's second line. Two-line HCO is used by persons who are able to hear but have impaired speech. It works similarly to two-line VCO except that one line is used by the person with the speech impairment to hear and the second line is used to transmit text on the TTY which is then read to the other party by the CA. Two-line VCO or HCO calls are reported as more natural and efficient because the conversation moves more quickly and allows for interruptions.

The requirement for two-line HCO or VCO calls may result in a need for colleges and universities to provide two lines to disabled persons who are able to use this function. However, it may be possible to use a digital phone for the second line, and in those cases where a second analog line has previously been installed for the disabled person, the need can easily be met.

An HCO-to-TTY call allows a TRS conversation to take place between an HCO user and a TTY user while an HCO-to-HCO call allows a TRS conversation to take place between two HCO users. Similarly a VCO-to-TTY TRS call allows a TRS conversation to take place between a VCO user and TTY user while a VCO-to-VCO call takes place between two VCO users. In all cases a CA will transliterate or interpret as required by the parties on the call.

The FCC also waived the requirement that IP-Relay and VRS providers support the above types of calls due to the fact that "the quality of voice calls placed by a computer and the Internet is poor and dependent on the quality of the user's customer premise equipment (CPE), frequently resulting in the CA being unable to accurately relay conversations."

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Routing of Emergency Calls

Emergency calls made through TRS must be routed to an "appropriate" PSAP (Public Safety Answering Point) which is defined as the "designated PSAP to which a direct call from the particular number would be delivered." There was previous wording that suggested that calls be routed to the nearest PSAP, and that caused delays in providing emergency services for some cases.

Equal Access to Interexchange Carriers

Some TRS users still are not being given access to their carrier of choice. The FCC is reminding the TRS providers that "under the [FCC's] carrier of choice rule the TRS provider must ensure that the TRS consumer can use his or her IXC carrier of choice, unless that particular carrier has not made arrangements to be interconnected with the TRS provider's LEC."

Additional TRS Features and Services

The FCC has concluded that several types of innovative services might be of benefit to TRS consumers and that those services should be made available when the LEC network servicing the TRS facility offers such features to the general public. The services must be made available no later than six months of the publication of this Order in the Federal Register, and the requirement for the new services is waived from VRS and IP Relay providers. The new services are as follows:

- **Answering Machine/Voice-Mailbox Message Retrieval**

Through TRS services the TRS user calls the TRS facility and has the CA listen to voice messages and transmit them back to the user. In the case of voice-mailboxes this will usually require that the TRS user provide the password to the CA. The retrieval and transmittal of voice-mailbox messages by the CA might take more time than used by a voice user and may cause timeouts. Colleges and universities should be willing to adjust timeout parameters for these customers when possible. In addition, if the college or university has policies in place that prohibit the sharing of a password with another individual, an exception should be allowed for the TRS user.

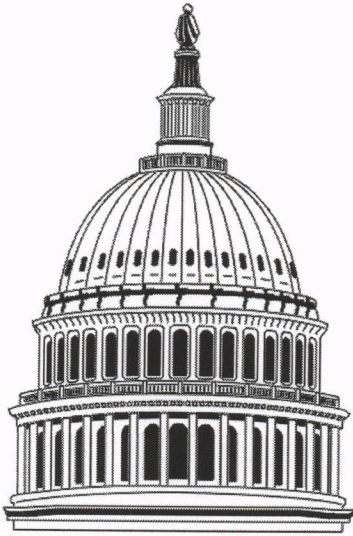
- **Call Release**

In the case of a TTY-to-TTY call that must be routed through a business [college or university] switchboard, the TTY user must use the services of a TRS provider to assist in the communication with the switchboard. However, once the call is set up with the called party, the services of the TRS provider are no longer required. Call release would allow the TRS provider to be released from the telephone line without disconnecting the call. This allows the TRS user to conduct a conversation privately.

- **Three-Way Calling**

The TRS provider will set up a call with two other parties or the TRS uses the features of his or her telephone to connect an additional party. The FCC ignored the ability of PBX-attached phones to use the services of the PBX (call transfer or conference call in the case of the EADS TELECOM switch) to add additional parties, but this should also be considered. Once all parties are connected, the CA relays text messages to the hearing parties and sends text messages from the other parties to the TRS user. While colleges and universities may not have offered this feature to TRS users in the past, they should now do so if the service is offered to other similar customers.

Look for Part Two of "New Additions to Telecommunications Relay Services" in the September issue of the ACUTA e-News.



D C Update

Whitney Johnson
Northern Michigan University
(Retired)

For More In-Depth Coverage of Legislative & Regulatory Issues:

ACUTA members may read about the latest developments in telecommunications- and Internet-related issues in the most recent **Legislative and Regulatory Update**, an electronic newsletter prepared monthly by Wiley, Rein & Fielding. Access this newsletter at <http://www.acuta.org/relation/DownloadFile.cfm?docNum=309>

PSAPs Should Register Phone Numbers

Last month's note on this topic did not include details about where to call to register. William Wells from the University of California at Berkeley saw the item and sent a note indicating that a PSAP can register at www.tsp.ncs.gov/. We hope the PSAP on your campus is now registered.

Thanks for the help, Bill!

Triennial Review

The FCC's February triennial review gives state commissioners a major role in determining what network elements competitors should continue to have access to and whether they'll continue to be able to provide local exchange service using the unbundled network element-platform (UNE-P). This was not all that the review passed on to the state commissions.

As of mid July the FCC has not released the final draft of the triennial review, and there is considerable concern as to just what impact it will have on the states. According to *Telecommunications Reports* (TR 6/15/03), the commissions are expected to have 90 days to rebut the national finding that competitors weren't "impaired" in their ability to provide service to business customers served by high-capacity loops (DS-1 and higher). They will have nine months to determine whether the mass market would be impaired by discontinuation of switching.

One of the main concerns expressed by those who provide service is that each state may come up with an independent set of rules, and a company such as Qwest will have to deal with 14 different plans to continue serving the customers in their service area. Qwest, along with AT&T Communications of the Northwest, Inc., is encouraging the commissions in the states they serve to work together when they begin to formulate a plan to meet the requirements of the triennial review.

About 15 states are already developing triennial review proceedings even though the final draft of the review has not been released. Many state staff members commented that moving forward without a decision could cause more work than necessary. And with some states only able to allocate two to four staff members to take on the project, resources are scarce, they noted.

The final draft of the review was expected to be finished by mid May, and that did not happen. When it will be released is still a big question, but the state commissions are watching for it as is the telecom industry. (TR 6/15/03)

Nokia Cellphones

One of the handsets made by Nokia, model 6385, has been found not to connect fast enough to 911 emergency service. In January Nokia indicated to the FCC that this model was not compliant with the rules and they had stopped shipping them to the U. S. About 15,000 of these handsets may have been sold in the U. S. and are in use here. Nokia will be installing new software in any of this model that will be sent to the U.S. in the future. Nokia also agreed to notify all users of model 6385 in the country that new software is available.

The rule for connection to 911 is within 17 seconds. Nokia agreed to pay \$60,000 as part of a settlement with the FCC that will end the investigation. Nokia has also agreed to implement a testing process to be sure that all handsets comply with the 17-second rule. (TR 6/15/03)

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Some of these cellphones may be in use on your campus. If so, the person with the phone should be advised about the new software that as needed to make the phone legal.

AT&T Plans to Improve Service to Businesses

The *Telecom Manager's Voice Report* (VR 6/16/03) includes a story about plans presented by the AT&T CEO at the shareholders' annual meeting. The carrier will be investing about \$500 million in the business side this year. The investment is expected to improve its business customers' experience through enhanced contracting, provisioning, access, billing, and care. AT&T is looking to improve its IP network to allow business customers truly integrated communication.

They have also started an ad campaign toward small businesses in some locations featuring their "All in One Plan" that combines local and long-distance services.

Supercomm

This annual conference was held in Atlanta on June 1-5. It is sponsored by U. S. Telecom Associates and the Telecommunications Industry Association. Attendance this year was about 24,000, down about 35% from last year. Last year was down about 30% from 2001. Tight money is most likely the reason all across the telecom industry.

Most of the speakers making presentations and quoted in *Telecommunications Reports* were top level CEOs and Vice Presidents of major telecom companies including AT&T and Bell South. The industry leaders did their best to focus on how the sector can emerge from the financial doldrums. A major focus of many speakers was what they say is the still-untapped markets for broadband deployment, particularly via digital subscriber line (DSL) technology and wireless Wi-Fi hot spots. Several industry leaders called on the FCC to loosen some regulations governing carriers in spite of the fact that they are still waiting for the FCC triennial review proceedings.

A vice president of AT&T Wireless Services indicated that 40% to 50% of the customers that come into AT&T wireless stores for voice service end up signing up for data also before they leave. (TR 6/16/03)

Cable TV Annual Conference

In the keynote address at this spring's cable TV annual conference, Bill Gates predicted that "cable telephony was poised to make significant gains in the near future, especially given the inherent advantages the cable platform has in providing video as well as voice."

He also remarked that "[T]he cable industry will, I think, find itself in telephony in a big way. It won't be telephony just as we think of telephony today, where you just have voice. This will be instant messaging on steroids because you have the video almost instantly together.... In a sense what the [Bells] need to do is to become more like cable companies. They've got to figure out what they're going to do on the video side. ...At meetings of the cable industry we also discuss when are the [Bells] going to come in aggressively. They haven't yet, as much as I would have anticipated, but you have to expect that they will." (TR 6/16/03)

FCC Chairman Powell was also at this conference but did not make a presentation.

Local Market Shared by CLECs

At the end of 2002 the CLECs had about 13.2% of all end-user phone lines. That is up from 10.3% in 2001 so the service area of competitors is growing. CLECs served about 25 million lines by the end of 2002, the ILECs still served about 163 million, and mobile wireless telephone subscribers had about 136 million customers. In addition there were about 3 million lines served using cable telephony by the end of 2002. (TR 7/1/03) The growth really shows that there are competitors out there in the market.

FCC Accounting Rule Changes

A couple of years ago the FCC came up with some changes in the rules for accounting that

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many of the carriers had to follow. There was a deadline when the new rules had to be in use by the carriers. Last November the FCC decided to suspend until July 1 the implementation of accounting-rule streamlining to give a new federal-state joint conference on accounting issues time to review the rules. But on June 24, the Commission said that to "avoid undue burdens" on carriers, the FCC, state commissions, and the public, it would further suspend implementation of the rule changes until Jan. 1, 2004.

If the carriers had to have things together by mid year, they likely would have to maintain two sets of books and likewise two sets of reports for the year. Changing to the first of the year should make it easier for the carriers to comply, at least if their accounting year follows the calendar year. (TR 7/1/03)

Board Report

July

The ACUTA Board of Directors and committee chairs met on July 26 in Hollywood, Florida, at the ACUTA Annual Conference.

- The committee chairs presented reports summarizing their committees' key activities for the past year, and the Board thanked them for their hard work and accomplishments.
- The Board reviewed and accepted the month-end financial statements for March, April, May, and June. The Board also reviewed and accepted the year-end financial review by ACUTA's outside auditors for the 2001-02 fiscal year.
- Appointments to the Legislative/Regulatory Affairs Committee, Program Committee, and Web/Portal Committee were approved.
- The Board voted to recognize members of ACUTA committees and State Coordinators each year by offering to send letters to their supervisors acknowledging their contributions to the association.
- The Board analyzed results of the just-completed member needs assessment, and discussed current and potential new membership services and delivery channels. This discussion will be continued in the coming year.
- The Board thanked Corinne Hoch and Carmine Piscopo for their service as committee chairs, and Maureen Trimm, Bill Brichta, and Pat Todus for their service as Board members.

Respectfully submitted,

John Bradley

Secretary/Treasurer

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Tell a Colleague about ACUTA!**

ACUTA NEWS, Vol. 32, No. 8

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Tipping Point Technologies is the leader in high-speed, network-based intrusion prevention and piracy prevention. TippingPoint's UnityOne protects organizations from cyber threats, piracy, and bandwidth abuse, and delivers total packet inspection with ultra-high performance, scalability, and reliability.

ACUTA Events Calendar

Fall Seminars

Oct. 19-22, 2003
San Diego, CA
Hilton San Diego Resort

Winter Seminars

January 11-14, 2004
New Orleans, LA
Sheraton New Orleans

Spring Seminars

April 18-21, 2004
Miami Beach, FL
Wyndham Miami Beach Resort

33rd Annual Conference & Exhibition

August 1-5, 2004
Chicago, IL
Sheraton Chicago Hotel & Towers